



### AGR SECTION UPDATE- READ-IMPORTANT!!

The AGR section has recently re-organized personnel and responsibilities. Since the retirement of MSG Barb Klinger, our AGR section will serve Army and Air personnel. SFC Carlson OR MSG Gonzalez can assist with all Army and Air customer service issues. Furthermore, TSG Shannon Pena will accomplish job announcements at ext. 2783. TSG Shannon Pena will handle all questions and certifications concerning job announcements. The job announcement change is part of the recent re-organization of personnel and responsibilities within the AGR section. "It's not a green or blue community; it's a "PURPLE" community."

**\*\*Note: MSG Gonzalez will be the primary POC for all ARMY and AIR AGR TRICARE issues.**

### Retirement

**LTC Embe Kugler, HQ STARC, ret 31 May 01**

**CW5 Cletus McMurtry, WAATS , ret 28 Feb 01**

**CW4 Randy Bonderman, HHC 1/285<sup>th</sup> Avn, TERA eff 30 Apr 01**

**CW4 George Pantelis, HHC 1/285<sup>th</sup> Avn, ret 31 May 01**

**MSG James Gawne, Det 4 STARC, ret 31 Jul 01**

**Msgrt Barbara Klinger, HRO, ret 31 Mar 01**

**SFC Jose Alcorta, HHB 2/180<sup>th</sup> FA, ret 30 Apr 01**

**SFC David Dehoag, 2222<sup>nd</sup> TC, ret 30 Apr 01**

**SFC David Deihl, HHS 2/180<sup>th</sup> FA, ret 31 May 01**

**SSG Phillip Cartwright, Svc Btry 1/180<sup>th</sup> FA, ret 31 Jul 01**

**SSG Ralph Coppock, B Btry 1/180<sup>th</sup> FA, ret 31 Jul 01**

**SSG Kathy Hunter, 158<sup>th</sup> Finance, ret 28 Feb 01**

### RESIGNATIONS

**CW4 Scott Howard, WAATS, eff 12 Mar 01**

**CW3 Karl Olson, WAATS, eff 1 Feb 01 (IST to WV)**

**SFC Jessie Bernal, HHC 1/285<sup>th</sup>, eff 30 Apr 01**

### DFAS/LES UPDATE

The Military Pay Section ran into a problem when they downloaded the January LES file from DFAS. The Milpay section is working to resolve this and the LESs will be sent out ASAP.

The 2000 W-2s have been received and those that already have not been picked up by the PAC will be forwarded.

If you are missing your W-2 for this tax year please call toll free 1-888-PAY-ARMY (1-888-729-2769) after the 5<sup>th</sup> of February.

### Error Causes Service Members Dental Plan To Be Stopped

Many service members received an unpleasant shock recently when their leave and earning statements revealed that their Delta Dental Plan was stopped effective Dec. 1, according to published reports.

However, the plan was terminated by mistake, according to officials with the Defense Finance and Accounting Service.

"The pay system is set up to automatically generate LES information messages when a pay change occurs," said Defense

Finance officials. "But the system message generated was incorrect and should have read that the Delta Dental Plan will stop effective Dec. 31."

The error occurred when the dental coverage deductions were stopped as part of the transition to TRICARE being paid by allotment instead of the traditional deduction.

"The LES remark stating that service members' dental benefits had stopped was incorrect, when in actuality peoples dental coverage deductions were complete for December, with allotments starting Jan. 1 to ensure dental coverage does not lapse," officials said.

**Service members should see no change with the exception of the allotment versus the deduction when the new allotments start, according to reports.**

### UNITED CONCORDIA/TRICARE WEBSITES

**This message comes from the desk of The Surgeon General, LTG James B. Peake and it has some good news for those of us with TRICARE concerns.**

SUBJECT: AMEDD Notes to Army Leadership

This is my first quarterly report to you as your new Surgeon General. I want to keep you informed, beyond what you get in the Army Times, about what is new in Army Medicine and what we are doing to better serve your soldiers and their families.

First, to touch on several of the issues that have been working to improve satisfaction of our active duty soldiers with TRICARE: The higher standards for claims processing (95% complete in 30 days) and the emphasis that has been placed on this with the contractors has made our claims processing the most expeditious in the nation. We still have many of our soldiers with experience based on the time when we were not doing well. As we continue to enforce these new standards, I believe you will hear far less concern about claims from your soldiers. Still, about 6% of claims are improperly filed, have erroneous social security numbers, etc., that kick them out for additional review. We will continue to educate our folks and the civilian providers to cut down on these kinds of errors. A problem stemming from delinquent claims has been credit threat to soldiers. Each Military Treatment Facility and each TRICARE Lead Agent staff now has an identified Debt Collection Assistance Officer trained to assist anyone with a dunning letter or credit threat. This has been in place only for a few months and our track record on resolving these situations is good; across MEDCOM: 10 days on average with 119 out of 164 resolved in favor of the soldier.

The new Dental Plan goes into effect 1 Feb 01. With less out of pocket expense, the benefits increase to extend the age of eligibility for family member orthodontic care to 21 (23, for spouses or for children attending college full time), increase the lifetime limit for orthodontic care to \$1,500, and allow for general anesthesia / intravenous sedation where appropriate... to name a few of the improvements.

Changes to the Tricare program included in the FY01 National Defense Authorization Act (NDAA) will allow us to eliminate co-payments (excluding pharmacy) for Active Duty Family members in TRICARE Prime who must use civilian care, effective 28 Apr 01. It will also expand the TRICARE Prime Remote program without co-pays to Active Duty Family Members, starting 1 Oct 01. School physicals for children 5 to 12 years old are now a TRICARE benefit. These are significant changes for the Active Duty families.

Second, the NDAA addressed the needs of the older retiree in a significant way. Many of the details, the contract support, the links with the Medicare officials, are being worked very aggressively. But the essence of the change is that retirees who are Medicare-eligible will, on 1 Oct 01, become TRICARE beneficiaries. Where possible, they will have access to care at Military Treatment Facilities in the same manner as other retirees. When receiving care in the civilian community, TRICARE becomes the 2d payer to Medicare for TRICARE benefits. A pharmacy benefit, available 1 April 01, for the over 65 retiree and family member allows access to the military pharmacy with no co-pay, to the TRICARE pharmacy network and National Mail Order Pharmacy with a modest co-pay, and to non-network pharmacies, after a \$150 deductible, with co-pays of \$9 or 20% of total cost (whichever is greater). The NDAA also decreases the annual medical catastrophic cap from \$7500 per family to \$3000 for retirees who are TRICARE Standard beneficiaries.

You should also know that many of these new benefits are, as yet, not funded and there is great visibility at DA and OSD levels. General Keane now chairs the Defense Medical Oversight Committee (DMOC) that is addressing the funding issue as well as doing an extensive look at Military Medicine, its organization and its contract support.

I know that health care of your soldiers and their families is important to you. It is again at the top of the list of important services at the recent Family Action Forum held here in Washington. I also know the ability to deploy a quality medical force is critical. We are enroute to a better trained medic, and the new MOS 91W will not only come out of the school house better trained, but will have a sustainment package that will help you support those enhanced skills. The healthy, medically protected soldier is the other critical element to which we contribute. I believe we can do better with reducing training injuries and have challenged our folks to produce the science that will drive change. I will update you on these issues next quarter.

My email address is:  
[James.Peake@otsg.amedd.army.mil](mailto:James.Peake@otsg.amedd.army.mil)  
I am here to support you. Thanks J. Peake  
For more information on United Concordia Dental Care visit their website at:

<http://www.ucci.com>

Having problems finding a provider for your dependants. Check out the TRIWEST website at:

<http://www.triwest.com>

## TITLE 10 AGR POSITIONS AVAILABLE

Interested in a Title 10 position at National Guard Bureau. Look for the latest ARNG Title 10 AGR information on the NGB home page at:  
<http://www.arng.ngb.army.mil>

\*\*Click on the T under quick search and look for Title 10 positions and T-10 application procedures.

## CONGRATS!!!!

Congratulations to Msgt Pauline F. Gonzalez, the newest member to the AGR Office. Pauline was recently promoted to Msgt (E-7) on the ANG side of the house.



Master Sergeant

## DOD WEBSITES

**For defense information and news releases visit the DOD websites listed below:**

Subscribe or unsubscribe:  
<http://www.defenselink.mil/news/subscribe.html>

News releases on the web:  
<http://www.defenselink.mil/news/releases.html>

Department of Defense home page:  
<http://www.defenselink.mil/>

<http://www.defenselink.mil/news/DailySummary.html>

## SPECIAL LEAVE ACCRUAL AND LEAVE USAGE (SLA)

Due to a large number of inquiries concerning Special Leave Accrual (SLA) and Usage of Leave, the following references are supplied to ensure better customer service on these issues.

1) The regulation which governs Special Leave Accrual is ARMY Regulation 600-8-10, Chapter 3. This regulation provides for the Concept of SLA, the Authorization of SLA, the Rules to SLA, and a table outlining the steps and channels to Request SLA. The most important reference from this chapter is taken from paragraph 3.1b, "The leave program is designed to encourage the use of leave as it accrues rather than to accumulate a large leave balance.

Soldiers who build their leave balance to the maximum level risk losing their leave should a situation occur that prevents or delays leave use".

2) The Department of Defense Financial Management Regulation (DoDFMR), Volume 7A, Chapter 35, Paragraph 350101B1(d)(2) Example 1, shows that when computing leave balances for a Contingency Operation, the last leave earned is the first leave used. Currently, the system is not designed to meet these requirements, but a Systems Change Request (SCR) to create an entry that will

meet these requirements is being developed.

POC is Shaun Coy, DSN 699-3204, Mail ID:Shaun.Coy@DFAS.Mil.

## CHANGES IN YOUR LIFE LATELY?

Have you moved, got married, new dependant? Keeping up with these updates cannot be stressed enough with all the changes in the AGR work force. Please be sure to update all changes (especially PCS moves) with a DA 5960. It **must** be submitted through the AGR office on a SIDPERS T/L. The DA 5960 needs to be signed by the Commander (or authorized representative) but does not need any attached documents. Remember that BAH is paid based on duty station not HOR.

Federal recognitions and promotions are to be submitted on a MILPAY T/L directly from the PAC. This office does not submit promotion orders, but they are still required to be routed through this office on a SIDPERS T/L. SIDPERS does not drive AGR pay, so even if it shows on the data base, it does not mean that it is input into DFAS unless you see the pay grade increase on your LES.

Change of address for the Air Guard must be done on a AF FM 512. All personal data (new additions, marriage) see your MPF representative.

## AGR HANDBOOK

If you are new to the AGR program or been around a while there is a lot of valuable information in the AGR Handbook, and it is available by email or it can be downloaded from the HRO website at <http://www.azng.com/hro>



## AGR OFFICE PHONE LISTING

**Our office symbol is AZAA-HR-A**

**COL Richard Palmatier,**  
**AGR Manager at 602-267-2485**  
**SFC Judy Carlson**  
**AGR Personnel SGT at 602-267-2948**  
**MSG Pauline F. Gonzalez**  
**Military Personnel Spec 602-267-2453**



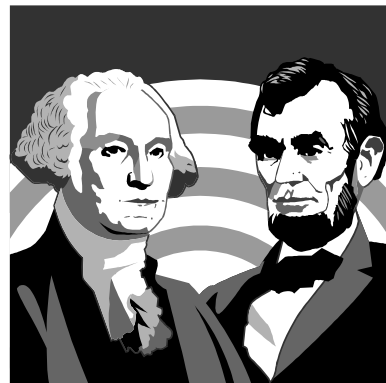
## VERY SPECIAL GOOD-BYE MESSAGE

This office would like to wish Msgt Barb Klinger best wishes on her retirement.

Msgt Klinger has served both the Army and Air National Guard for the past 28 years. We would like to say thank you for your honorable and faithful service. We will all surely miss you!

*Best Wishes And More*

## HAPPY PRESIDENTS DAY!!!!!!



**19 February 2001**